



## **HOMELESS OUTREACH SPECIALIST**

### **Purpose:**

To reach out to and engage homeless individuals and families in Tempe refer into social services in an effort to help them become self-sufficient and housed.

### **Supervision Received and Exercised:**

Receives functional direction from the Homeless Coordinator; receives direct supervision from the Housing & Revitalization Manager.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Provide mobile outreach, advocacy with homeless/social service providers and limited transportation to homeless individuals in Tempe. Respond to requests for service from the public, including but not limited to, Tempe residents, businesses, churches, and social service agencies.
- Assess client needs and facilitate fulfilling those needs as appropriate.
- Coordinate follow-up services with homeless/social service providers. Develop new referral sources for clients, which may include mental health services, substance abuse services, the Maricopa Continuum of Care coordinated entry system and other social services. Familiarity with homeless services is necessary.
- Maintain accurate records including clients served, referrals/advocacy provided, calls for service, computer data input, compiled monthly and quarterly reports and outcome tracking records.
- Assist the Homeless Coordinator with the Annual Homeless Street Count.
- Assist the Homeless Coordinator with special events such as Project Connect.

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### Homeless Outreach Specialist (continued)

- Maintain mobile van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (snacks, water, etc.) and resources (brochures, paperwork, etc.) in van. Maintain stock of supplies in the office.
- May require some evening and weekend work.
- Report any concerns directly to supervisor.
- Perform other duties such as assisting in the evaluation of operations of the program, recommending improvements, assisting in implementing changes and objectives, and participating in workgroup meetings.
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

Two years of experience working with homeless individuals and families. Bilingual (Spanish/English) skills are desirable.

#### **Education:**

Requires a High school diploma or GED; Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, psychology or degree related to the core functions of this position is preferred.

#### **Licenses/Certifications:**

Must possess and maintain a valid driver's license.

#### **Examples of Physical and/or Mental Activities:**

- Operates computers, calculators and other office machines
- Operate city vehicles
- Traverse uneven surfaces – Homeless outreach is primarily conducted in Tempe parks and therefore requires traversing through grass, dirt and other uneven surfaces
- Exposure to heat, cold, dampness, dust pollen, odors, fumes, etc. – Homeless outreach is conducted throughout the year and requires the ability to withstand summer heat.

#### **Competencies:**

<http://www.tempe.gov/home/showdocument?id=26274>

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Homeless Outreach Specialist (continued)

**Job Code: 534**

**Status: Non-Exempt / Classified**